

General

Title

Planning, organization, and management: percentage of satisfaction surveys answered.

Source(s)

Quality indicators in critically ill patients. Madrid (Spain): Spanish Society of Intensive and Critical Care and Units Coronary (SEMICYUC); 2011. 185 p.

Measure Domain

Primary Measure Domain

Clinical Quality Measures: Process

Secondary Measure Domain

Clinical Quality Measure: Patient Experience

Brief Abstract

Description

This measure is used to assess the percentage of satisfaction surveys answered.

Rationale

The aim of intensive care medicine is to provide critical patients with the healthcare that they need, ensuring the quality and safety of care. Intensive care medicine is one of the principal components of modern healthcare systems. There is an increasing demand for this resource, which involves high costs.

The quality of care has gradually come to be the central focus of healthcare, and in recent years patient safety has come to represent one of the key aspects of quality. In the case of intensive care medicine, this interest in quality is even more evident, not only because of its social and economic impact, but also because some of the dimensions involved in the quality of care of critical patients take on greater importance: critical patients are more vulnerable, access to critical care is more limited so efforts to distribute resources equitably are more important, scant scientific evidence is available, and the efficiency is limited.

Patient-centered care is one of the main goals of healthcare. Satisfaction surveys are one of the most frequently employed methods to determine patients' and families' perceived quality and to establish measures to improve results.

Evidence for Rationale

Dodek PM, Heyland DK, Rocker GM, Cook DJ. Translating family satisfaction data into quality improvement. *Crit Care Med*. 2004 Sep;32(9):1922-7. [PubMed](#)

Heyland DK, Rocker GM, Dodek PM, Kutsogiannis DJ, Konopad E, Cook DJ, Peters S, Tranmer JE, O'Callaghan CJ. Family satisfaction with care in the intensive care unit: results of a multiple center study. *Crit Care Med*. 2002 Jul;30(7):1413-8. [PubMed](#)

PÃ©rez MD, RodrÃ­guez M, FernÃ­ndez A, CalatÃ­n M, Montejo JC. ValoraciÃ³n de grado de satisfacciÃ³n de los familiares de pacientes ingresados en una unidad de cuidados intensivos. *Med Intensiva*. 2004;28(5):234-49.

Quality indicators in critically ill patients. Madrid (Spain): Spanish Society of Intensive and Critical Care and Units Coronary (SEMICYUC); 2011. 185 p.

Santana Cabrera L, RamÃ­rez RodrÃ­guez A, GarcÃ­a Martul M, SÃ­nchez Palacios M, MartÃ­n GonzÃ­lez JC, HernÃ­ndez Medina E. [Satisfaction survey administered to the relatives of critical patients]. *Med Intensiva*. 2007 Mar;31(2):57-61. [PubMed](#)

Wasser T, Pasquale MA, Matchett SC, Bryan Y, Pasquale M. Establishing reliability and validity of the critical care family satisfaction survey. *Crit Care Med*. 2001 Jan;29(1):192-6. [PubMed](#)

Primary Health Components

Planning; organization; management; patient satisfaction

Denominator Description

Number of patients discharged from the critical care department (see the related "Denominator Inclusions/Exclusions" field)

Numerator Description

Number of surveys answered (see the related "Numerator Inclusions/Exclusions" field)

Evidence Supporting the Measure

Type of Evidence Supporting the Criterion of Quality for the Measure

A formal consensus procedure, involving experts in relevant clinical, methodological, public health and organizational sciences

One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

Additional Information Supporting Need for the Measure

Unspecified

Extent of Measure Testing

Unspecified

State of Use of the Measure

State of Use

Current routine use

Current Use

not defined yet

Application of the Measure in its Current Use

Measurement Setting

Hospital Inpatient

Intensive Care Units

Professionals Involved in Delivery of Health Services

not defined yet

Least Aggregated Level of Services Delivery Addressed

Single Health Care Delivery or Public Health Organizations

Statement of Acceptable Minimum Sample Size

Unspecified

Target Population Age

Age greater than or equal to 18 years

Target Population Gender

Either male or female

National Strategy for Quality Improvement in Health Care

National Quality Strategy Aim

Better Care

National Quality Strategy Priority

Person- and Family-centered Care

Prevention and Treatment of Leading Causes of Mortality

Institute of Medicine (IOM) National Health Care Quality Report Categories

IOM Care Need

Getting Better

Living with Illness

IOM Domain

Effectiveness

Patient-centeredness

Data Collection for the Measure

Case Finding Period

Unspecified

Denominator Sampling Frame

Patients associated with provider

Denominator (Index) Event or Characteristic

Institutionalization

Denominator Time Window

not defined yet

Denominator Inclusions/Exclusions

Inclusions

Number of patients discharged from the critical care department

Note:

Discharge includes: Transfer to a hospital ward or to another center, discharge to home, or death.

Readmissions should be counted.

Population: All patients discharged from the critical care department during the period reviewed.

Exclusions

Intensive care unit stay less than 24 hours

Exclusions/Exceptions

not defined yet

Numerator Inclusions/Exclusions

Inclusions

Number of surveys answered

Note:

Surveys answered: Survey returned with greater than 70% of the questions answered by the patients themselves or families

The satisfaction survey should include items regarding: 1. Environmental conditions; 2. Relations with physicians; 3. Relations with nursing staff; 4. Aspects related to visits; 5. Information received.

Exclusions

Unspecified

Numerator Search Strategy

Institutionalization

Data Source

Registry data

Type of Health State

Does not apply to this measure

Instruments Used and/or Associated with the Measure

Unspecified

Computation of the Measure

Measure Specifies Disaggregation

Does not apply to this measure

Scoring

Rate/Proportion

Interpretation of Score

Desired value is a higher score

Allowance for Patient or Population Factors

not defined yet

Standard of Comparison

not defined yet

Prescriptive Standard

Standard: 50%

Evidence for Prescriptive Standard

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Identifying Information

Original Title

Survey about perceived quality at discharge from the ICU.

Measure Collection Name

Quality Indicators in Critically Ill Patients

Measure Set Name

Planning, Organization, and Management

Submitter

Spanish Society of Intensive and Critical Care and Units Coronary - Clinical Specialty Collaboration

Developer

Spanish Society of Intensive and Critical Care and Units Coronary - Clinical Specialty Collaboration

Funding Source(s)

Boehringer Laboratories

Composition of the Group that Developed the Measure

Work Group for Planning, Organization, and Management

María Cruz Martín Delgado
Luis Ángel Domínguez Quintero
Francisca Prieto Valderrey
Emilio Moreno Millán
Francisco Fernández Dorado
Blanca Obón Azuara
Isabel Gutiérrez Cía
Roser Anglés Coll
Miguel Soto Ibáñez
Juan Roca Guiseris
Paz Merino de Cos
Joaquín Álvarez Rodríguez

Scientific Coordination:

Maria Cruz Martín Delgado
Jesús Blanco Varela
Lluís Cabré Pericas
Pedro Galdos Anuncibay
Federico Gordo Vidal

Financial Disclosures/Other Potential Conflicts of Interest

Unspecified

Adaptation

This measure was not adapted from another source.

Date of Most Current Version in NQMC

2011 Mar

Measure Maintenance

Unspecified

Date of Next Anticipated Revision

2016 Jul

Measure Status

This is the current release of the measure.

The measure developer reaffirmed the currency of this measure in July 2015.

Measure Availability

Source available in [English](#) and [Spanish](#) from the Spanish Society of Intensive and Critical Care and Units Coronary (SEMICYUC) Web site.

For more information, contact SEMICYUC at Paseo de la Reina Cristina, 36, 4^o D, Madrid, Spain; Phone: +34-91-502-12-13; Fax: +34-91-502-12-14; Web site: www.semicyuc.org ; E-mail: secretaria@semicyuc.org.

NQMC Status

This NQMC summary was completed by ECRI Institute on April 2, 2014. The information was verified by the measure developer on April 25, 2014.

The information was reaffirmed by the measure developer on July 2, 2015.

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Production

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